No. NGKWS-0617-2

June 2017

## Topic:

What is Considered Ignition Cable Warranty?

## Issue:

Ignition Cable warranty covers poor workmanship of assembly of all components, or defective components that result in the failure of the ignition cables. Warranty will be refused if wires were improperly removed or installed or if failure was caused by poor engine condition.

## **Solution**

Inspect the ignition cables to determine if damage/failure has occurred by:

- engine contact
- oil contamination
- burning of the outer jacket
- excessive die-electric in the ignition boot
- improper installation
- improper removal

Warranty is refused if any of the above conditions exist.

## **Additional Information**

Do not accept a return or claim unless the cables have been inspected and purchase date has been validated.

Ensure proper documentation is included to provide:

- reason(s) the ignition cables were removed
- reason(s) the ignition cables have failed (or are suspected)
- the general condition of the installation environment

Ignition cables 5 years or older are recommended for replacement regardless of failure or engine condition.

